

Complaint about childcare provision

EY498340/C306777

Date: 11/03/2017

Summary of complaint

On 10 February 2017, we received a complaint that raised concerns about there not being a member of the management team on the premises, the setting not meeting ratio requirements, staff working alone with children, staff's qualifications, induction procedures, staff's safeguarding knowledge, quality of equipment used and disciplinary procedures. This raised concerns about safeguarding practices and policy, ratios, child supervision, training, support and skills, risk assessment and general information and record matters.

At an inspection, we looked into these concerns to see whether the provider was meeting requirements to safeguard children and promote their welfare. In particular, the requirements relating to safeguarding practices, safeguarding policy, ratios, child supervision, training, support and skills, risk assessment and general information and record matters.

We found that the provider ensures that the staff have an appropriate knowledge of the reporting procedures for safeguarding concerns, allegations made against staff, and the indicators that would give concerns that a child is at risk of harm. Staff understand the safeguarding policy and implement it effectively. However, we found the provider does not maintain appropriate adult-to-child ratios at all times, as there is not always a suitably qualified member of staff working directly with children to meet ratios requirements. We found that the provider does not ensure that the manager holds at least a full and relevant level 3 qualification. However, we found that the provider does ensure that staff deployment is consistently effective to fully supervise children at all times.

We found that the provider supports staff well when they commence employment at the setting. Staff receive required training to develop their skills, including paediatric first-aid, safeguarding and food hygiene. The provider had suitable procedures for handling disciplinary procedures. We also found that the provider ensures that children are not exposed to

potential risks or hazards in the premises or on outings. All areas of the premises are safe, well maintained and fit for purpose.

Following our inspection, we sent the provider a notice to improve that asked them to:

ensure the manager holds at least a full and relevant level 3 qualification and that the manager or named deputy is always present in the setting; and ensure at least one member of staff who is working directly with the children holds a full and relevant level 3 qualification at all times.

The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted